

SOUTH DAKOTA DEPARTMENT OF CORRECTIONS

Revised: July 20, 2010



VOLUNTEER HANDBOOK

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MISSION STATEMENT

The mission of the Department of Corrections is to protect the citizens of South Dakota by providing safe and secure facilities for juvenile and adult offenders committed to our custody by the courts, to provide effective community supervision to offenders upon their release and to utilize evidence-based practices to maximize opportunities for rehabilitation.

VISION

A national leader in corrections that enhances public safety by employing evidence based practices to maximize the rehabilitation of offenders.

VALUES

- We value our staff as our greatest asset.
- We value a safe environment for staff and offenders.
- We value community support and collaboration.
- We value public trust in the operation of our department.
- We value the use of evidence based practices to maximize offender rehabilitation.
- We value diversity and the respect for all individuals.
- We value professionalism, teamwork and the highest standard of ethics.
- We value investment in our staff through training in sound correctional practice and through the provision of opportunities for development and career advancement.

DEFINITIONS

Cultural Activities Coordinator:

The designated DOC staff from each facility who serves as the volunteer services program coordinator for all cultural, religious and/or recreational activities. This person is responsible for recruitment, background checks, volunteer records and coordinating training for all volunteers participating in cultural, religious and/or recreational activities.

Volunteer:

People from the community who provide of his/her own free will services for no monetary or material gain. This may be an individual, organization, or members of an organization who provide volunteer services. Volunteers are not compelled to provide services and are not compensated for the services by the State. The South Dakota Department of Corrections recognizes two distinct groups of volunteers, referred to as Level One Volunteers and Level Two Volunteers.

Level One Volunteer:

Volunteers who have reviewed the *South Dakota Department of Corrections Volunteer Handbook* and have completed the required information requested within this handbook. Volunteers who have also completed a minimum of thirty-two (32) hours of core curriculum during pre-service training and a minimum of four (4) hours of mandatory topics during annual in-service training. Any volunteer who enters into one of the DOC adult institutions more than once a month and have attended the required pre-service and annual in-serve training requirements are level one volunteers.

Level Two Volunteer:

Volunteers who have reviewed the *South Dakota Department of Corrections Volunteer Handbook* and have completed the required information requested within the handbook. Any volunteer that enters into one of the DOC adult institutions more than once a year, but less than once a month are level two volunteers.

Regular Activities:

Activities scheduled on a daily/weekly basis, which are posted on the weekly schedule, are intended to provide consistent cultural/religious activities to the inmates within South Dakota DOC facilities. Outside guests who are assisting a Level One Volunteer may be involved in the activity/event.

Major Activities/Events:

Activities/events not scheduled on a daily/weekly basis. A Project Application must be submitted in order to request approval for the event. Outside guests and visitors may be involved in the activity/event.

Project Application:

The Project Application is a document used by the inmates or volunteers to request prior permission from the Warden or designee to arrange projects or major activities/events. A Project Application can be obtained through your designated CAC and must be submitted to your designated CAC at a minimum of 30 (thirty) days prior to the event. The event may be approved or denied by the Warden or designee.

INSIDE DOC FACILITIES

A. Know Your Cultural Activities Coordinator (CAC):

1. The Cultural Activities Coordinator serves as the volunteer services program coordinator. Duties include, but are not limited to initiating, supervising and monitoring the volunteer service program.
2. The working relationship between your group and the prison's CAC is vital to the successful implementation of your service.

3. Communication, to the extent possible, should always be between the group coordinator and the CAC.

B. Know Your Schedule:

1. A schedule of the cultural activities is posted weekly. Please ensure your activity/service starts and finishes on time. Please understand that institutions work on structured daily schedules and unscheduled activities are not allowed without prior approval.
2. If your group must make changes to its schedule, work with the CAC in advance to make those arrangements. Please note that due to the structured schedule, some changes may not be possible.

C. Be On Time:

1. Be at the facility a minimum of 15 minutes prior to the time you are scheduled to start the program. If you are not going to be at the respective facility a minimum of fifteen (15) minutes prior to the event, you are required to call ahead and inform the Control Room of your delay.
2. Remember it takes time to be checked into the facility and get to the program area. If you are late, your program scheduled time will remain the same, resulting in less time for the scheduled activity/event.

Example: *If you are scheduled for an event from 10:00 am to 11:00 am and you arrive at 10:15 am, your scheduled event will still conclude at 11:00 am.*

3. If you are coming as a group, please make sure everybody is ready to get into the facility at the same time.
4. If you need more time to prepare for your service/activity, make any arrangement prior to the event with the CAC.
5. Time is also important to the inmate, as they have been assigned to a specific activity within a specific time frame. If the volunteer is late or does not come at all, the inmate loses out on an activity he/she was probably looking forward to with anticipation. Building and maintaining a stable level of trust with staff and inmates are crucial to the success of your program.

D. Dress Code:

1. Obey all facility dress code guidelines, which are:
 - a. Dress conservatively;
 - b. No shorts, dresses hemmed above the knees or with thigh high slits;
 - c. No low cut or see through blouses;
 - d. No tank tops or tube tops;
 - e. No spandex;
 - f. No clothes full of holes and
 - g. No excessive or expensive jewelry.
2. Any items brought inside a DOC facility in which are misplaced will most likely never be recovered and you will not be compensated.

E. What to Bring:

1. Bring only the materials that have been approved in advance by the CAC for the purpose of the program.
2. Always bring your government issued picture ID (Drivers License).

F. Contraband:

1. ***Any item not approved in advance and presents risk to the security and order of DOC institutions.***
2. The following items are not allowed in DOC facilities:
 - a. Cell phones or pagers;
 - b. Knives, guns, belt tools (leather man or similar);
 - c. Tobacco;
 - d. Gum/candy;
 - e. Literature not approved for our program;

- f. Purses/wallets;
- g. Radios;
- h. Food;
- i. Pens;
- j. Lighters;
- k. Cameras;
- l. Money;
- m. Hats;
- n. Coats and
- o. Medications

3. ***It is a Class 6 felony to introduce contraband into the facility.***

G. Entering the Facility and Security Clearance Checks:

- 1. Each volunteer will complete a DOC Access Approval Form (See attachment 1) ten (10) working days prior to the visit. The background check is valid for one year and must be run annually for all volunteers to continue providing services. Please contact your designated CAC in advance to ensure all information is kept current.
- 2. Each volunteer is required to sign a DOC Release and Waiver of Liability form prior to going beyond a security perimeter. (See Attachment 2).
- 3. Each volunteer is required to sign a Volunteer Work Agreement prior to going beyond a security perimeter (See Attachment 3).
- 4. Volunteers seeking entrance to DOC facilities must have prior approval and authorization, which is obtained by the following:
 - a. All volunteers must show the Control Room their assigned DOC ID (Pink for Level One Volunteers and Orange for Level Two Volunteers).
 - b. The Control Room Officer will identify each volunteer through official photo identification prior to admittance.

- c. For security measures, all volunteers are required to wear a “Body Alarm” once inside a DOC facility.
 - d. Volunteers may be asked to clear a metal detector, so please plan ahead. Having clothing with excessive metal parts, jewelry, etc, will delay your entry into the facility. Anything you bring may be searched.
 - e. Level Two Volunteers must be escorted by a staff member (anyone with a Blue ID) or an approved Level One Volunteer (anyone with a Pink ID) while within DOC facilities.
 - f. Only volunteers over the age of 18 will be allowed to enter DOC facilities.
 - g. Volunteers who have been convicted of a felony may not enter the facility without the prior permission of the Warden or designee.
 - h. Volunteers can not be relatives, friends, and/or business associates of a current inmate at DOC facilities.
 - i. A former inmate may be accepted as a volunteer with prior approval from the respective Warden.
 - j. DOC staff members are not allowed to be volunteers for inmates within a South Dakota DOC facility.
 - k. All volunteers are subject to search.
5. No visitor will be allowed inside a DOC facility if there is question that they are under the influence of drugs or alcohol.

H. Accountability:

- 1. Be accountable for your behavior at all times.
- 2. Be friendly but avoid familiarity.
- 3. Avoid favoritism and prejudice.
- 4. Fulfill the obligation of your program only.
- 5. Always be professional, respectful and courteous to DOC staff, inmates and other volunteers and their programs.

I. Dealing with Inmates:

1. Working with inmates is not an easy task and DOC appreciates your time and effort. Following the rules will help you maintain respect and establish positive interactions. The following guidelines provide positive characteristics for all volunteers to possess when working with the inmates:
 - a. Knowledge of duties, procedures, rules, etc;
 - b. Self confidence;
 - c. Be patient;
 - d. Be consistent;
 - e. Maintain a professional image;
 - f. Be firm but fair and
 - g. Recognize individual differences.

J. Developing Good Interpersonal Relations as a Volunteer:

1. Be friendly but avoid familiarity;
2. Have professional distance;
3. Establish what is appropriate, what is not appropriate and will not be tolerated;
4. Avoid the need to be popular with inmates;
5. Keep a positive attitude toward inmates;
6. Do not be surprised when you are asked to do something that clearly violates these boundaries and
7. Always be professional and reinforce the boundaries.

K. Maintain Respect For Yourself:

1. As a volunteer, you have the responsibility to be honest and objective, disapproving when warranted, as well as praising, supporting and encouraging when that is warranted.

2. Inmates will not be open with you until they respect you.
3. Inmate manipulations may be expressed through a request for you to influence others, bring contraband in, take something out or pass a message. Never be shy about saying "NO" to a request you are uncomfortable granting, uncertain, or you know is clearly against the rules.
4. Always keep in mind that even though the request may seem insignificant, the outcomes could generate safety concerns for you, staff or the inmates.
5. When in doubt, inform the inmate you will check with staff regarding the request.
6. Always ask for guidance and approval from the appropriate staff prior to making any commitment to the inmates.

L. Respect for Inmates:

1. Respect is the key toward developing a positive and rewarding relationship with the inmates.
2. You must respect the inmate's individuality and basic rights as a human being.
3. There is no room for narrow prejudices or feelings of superiority as a volunteer.
4. Respond to the inmate's needs and interests appropriately within the guidelines established by the DOC vs. your own.
5. Your volunteer service is to provide encouragement to those in prison who appreciate the positive influence of others from the community and not vice versa.

M. Physical Contact is Prohibited:

1. Sexual contact between a volunteer and an inmate is expressly forbidden.
2. Sexual harassment and/or discrimination by a volunteer are expressly forbidden.

3. Volunteers must refrain from physical contact with inmates other than a handshake, if necessary. The following physical contact is not allowed:
 - a. Hugging;
 - b. Kissing;
 - c. Touching of any kind and
 - d. Being alone with an inmate of the opposite sex.
4. Any volunteer who believes they are the object of an inmate's attempt to form a relationship beyond the professional level must hold the inmate accountable and report the information to the CAC and/or security staff immediately.
5. Volunteers are expected to demonstrate professionalism and integrity while instructing and or supervising inmates.

N. Confidentiality:

1. Volunteers are expected to always respect the integrity and confidentiality of inmates and the DOC.
2. Volunteers are not in the position to determine what is considered sensitive or confidential information and what is not.
3. Do not use full names when discussing inmates outside of the prison setting.
4. Do not engage in discussion with inmates about topics such as other staff members, other inmates, your family, your finances or personal problems.
5. If you are publishing information pertaining to your volunteer position at DOC facilities, prior approval from the Warden or designee is required before releasing any information.
6. Prior approval from the Warden or designee is required before any information is released to the media regarding your interactions as a volunteer at a DOC facility.
7. Under no circumstances are cameras and/or recording equipment allowed in the facility without prior approval from the Warden or designee.

8. Any information relayed to you by an inmate regarding the safety and security of DOC institutions, staff and/or other inmates should **never** be held in confidence.
9. Do not push the inmate to share personal information. Let the inmate share with you in their own time about the offense committed, the family left behind, or any other personal matter.
10. If an inmate tells you something that leads you to believe the life and or safety of another is in jeopardy, you have an obligation to report it to your CAC or security staff immediately.

O. Accept the Inmate:

1. Deal with inmates as people;
2. Do not attempt to be like an inmate;
3. Do not play games with inmates;
4. Do not treat inmates as children;
5. Do not make any promises to inmates;
6. Do not grant favors, no matter how minor they may seem;
7. Do not categorize inmates and
8. Be friendly, but do not become personally involved with inmate's problems.

P. Con Games:

1. Inmates will try to learn personal things about you for their own personal gain.
2. Con games start out very subtle and innocent.
3. Do not get involved in any way with an inmate.
4. Do not share personal address, telephone, etc. with inmates while incarcerated or after release.
5. Do not do what an inmate asks you to do.

6. Do not rely on messages to be relayed to/from staff by an inmate. If staff has a message to relay, the staff will coordinate that through their own communication process or through the CAC.
7. Always remember that the less the inmate knows about your personal life, the less they can use for their own personal gain or against you at a later time. Personal information is not necessary for the volunteers to fulfill their mission to their program.

Q. Comply with DOC Facility Staff:


1. DOC facility staff will provide periodic monitoring of your program.
2. If a situation occurs that requires the facility to be locked down during a program, a DOC staff member will direct you to end your program, leave immediately and follow all directions given by the DOC staff member. Please comply with all directives, as your safety and others may depend on your quick response.

R. Do Not Get Involved in DOC Facility or Department Matters:

1. Do not become an advocate for the inmate;
2. If an inmate needs help, refer them to staff;
3. Listen to the inmate and remind them the purpose of your program;
4. Reestablish boundaries when necessary and recommend them to follow the proper procedures.
5. Always remember the purpose of your visit, which is to provide a specified service. Any involvement in the day-to-day matters of the institution may impede the success of your program and the success of the inmate's rehabilitation.
6. At any time you have questions, please contact your designated CAC.

REVISION INDEX

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	9-28-10
Tim Reisch, Secretary of Corrections	Date

QUESTIONS & ANSWERS

Q. What should I do as a volunteer if an inmate gets my personal information, i.e. mailing address, phone number or etc?

- A.**
1. Never accept collect calls from within a DOC facility or an offender on parole.
 2. Anytime you receive a collect call from one of the above sources, note the date, time and caller and notify your designated CAC immediately. The information can be crucial in ensuring such numbers are blocked from the inmate telephone system within DOC.
 3. If for some reason you do receive a call from an inmate or an offender on parole, politely inform them you can not talk to them and ask them not to call you again.
 4. Reaffirm your boundaries as a volunteer.
 5. Be firm in your conviction to follow DOC rules governing volunteer conduct.
 6. Advise your program leader and the CAC.
 7. You cannot be accused of any wrongdoing if everything you do is in the open.

Q. What do I do as a volunteer if I am aware of another volunteer is violating the volunteer program rules?

- A.**
1. Anytime you (and another volunteer, if possible) are aware of the alleged violations of the volunteer program rules, you are required to report it to your team leader who will then work with the designated CAC to address the matter.
 2. Always remember that volunteers who do not follow the rules discredit the program. They could also be placing themselves or others in danger.

DOC VOLUNTEER GUIDELINES INVENTORY SHEET

Name of Volunteer: _____

Date: _____

Facility(ies): _____

1. Your Cultural Activities Coordinator is: _____
2. He/She can be contacted at the following phone #: _____
3. When entering a DOC facility, remember to bring a valid: _____
4. When entering a DOC facility, never bring in _____ that has not been approved in advance.
5. As a volunteer, I agree to always wear a _____ when inside a DOC facility.
6. If during the course of your program, a staff member comes and directs you to end the program, you must _____ and follow the _____ of the staff member.
7. List three keys elements of building a positive relationship with an inmate:
 1. _____
 2. _____
 3. _____
8. Never be shy about saying _____ to an inmate regarding requests you are uncomfortable with, uncertain about or know is against the rules.
9. Do not become an _____ for an inmate.
10. Never provide inmates with your _____ or _____ number.
11. Be firm in your conviction to follow the prison _____ governing volunteer conduct.

I have read and understand the volunteer handbook and pledge to follow its guidelines, the rules of the volunteer program and those established by the South Dakota Department of Corrections.

Name of Volunteer: (Please Print) _____

Signature of Volunteer: _____

Date of Signature: _____

NOTIFICATION TO VOLUNTEERS:

All Volunteers of South Dakota Department of Corrections (DOC) are required to fill out and have on file with the State of South Dakota the following:

1. DOC Access Approval form
2. DOC Release and Waiver of Liability form
3. Volunteer Work Agreement form

RETURN ADDRESSES

Please return the above completed documents to one of the contacts listed below at the respective DOC institution you are planning to provide volunteer services:

- A. **Chemical Dependency Department** – any volunteer services related to drug and alcohol treatment.
- B. **Education Department** – any volunteer services related to educational services.
- C. **Cultural Awareness Department** – any volunteer services related to culture, religious or special events.
- D. **Local Community Chaplain or Volunteer Coordinator** – the person whom you have been in contact with on providing volunteer services at an adult DOC facility. The local community Chaplain or Volunteer Coordinator will then be responsible for submitting the completed paperwork to the designated department at the respective facility for processing.

All required documents must be completed and provided to the designated department at the respective DOC institution **at least 10 working days prior to your visit** to the facility.

If submitting the completed paperwork to one of the below respective DOC facilities, please indicate whether it should go to the attention of Chemical Dependency, Education or the Cultural Awareness Department.

South Dakota State Penitentiary

Attn:
P.O. Box 5911
Sioux, Falls, SD 57117-5911

South Dakota Women's Prison

Attn:
3200 East Highway 34
Pierre, SD 57501

Mike Durfee State Prison

Attn:
1412 Wood Street
Springfield, SD 57062

Note: If the paper work has been submitted to one facility and you are visiting another facility, please advice the Cultural Activities Coordinator prior to your visit. The paperwork is valid in all DOC facilities.

Thank You
For Your Participation